



We value your feedback to serve you better!

Stage 1: Share

Follow these steps to share your feedback with us about our products and services.

1. Submit request

Submit your comments and requests to OCBC Bank.



2. Receive acknowledgement

Receive a written acknowledgement within the next business day for any written feedback.

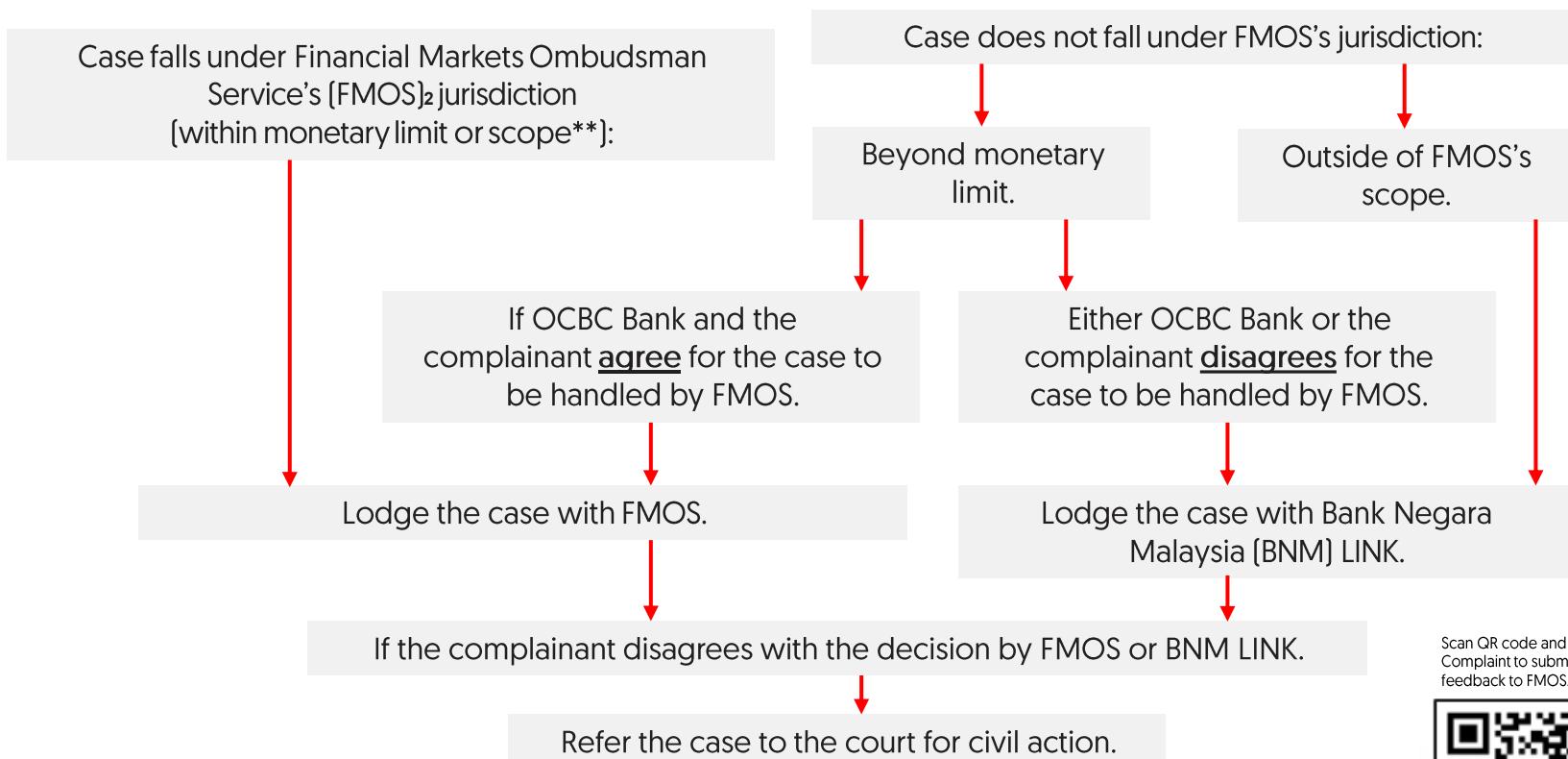


3. Await response

- Please allow us up to five business days to resolve your case.
- For complex cases, please allow us up to 20 business days to resolve them.¹
- You will receive a message from us upon the resolution of your case.
- Feedback received after 4pm on a business days is recorded on the next business days

Stage 2: Redress

Follow these steps in the event of a disagreement with OCBC Bank's final decision.



Scan QR code and click on Complaint to submit your feedback to FMOS.



¹ Depending on the nature and complexity of the case, such as when third-party information or documentation is required. Resolution may take up to 60 working days.

² FMOS, appointed by Bank Negara Malaysia and the Securities Commission Malaysia, offers free, independent, and impartial dispute resolution services for financial consumers and investors, focusing on financial and capital market disputes involving direct financial losses.

How to share your feedback with us:



Email us at callcentre@ocbc.com
Personal Banking

bbcsc@ocbc.com
Business Banking



Call us at 603 8317 5000
Personal Banking

1300 88 7000 (Overseas) /
603 8317 5200 (In Malaysia)
Business Banking



Write to us:
Service Transformation
Menara OCBC
18 Jalan Tun Perak,
50050 Kuala Lumpur



To locate our branches,
please go to www.ocbc.com.my >
Find ATM or Branch